AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims:

Please amend the claims as follows:

1-3. (Canceled)

4. (Previously Presented) A knowledge analysis system configured to be connectable to plural client terminals via a network, which supports analysis requested by each of the client terminals to knowledge accumulated in a knowledge database, comprising:

access control means for conducting user authentication to a client terminal requesting an access for permitting knowledge analysis from the client terminal; and

knowledge analysis means for clustering knowledge accumulated in the knowledge database to create a cluster database in which each knowledge is classified into clusters defined based on category, wherein

the knowledge analysis means has means for setting important words having priority in clustering at creation of the cluster database, and carrying out clustering to create an axis of cluster on the basis of the important words, and has means for storing analysis conditions used at creation of the cluster database.

5. (Previously Presented) A knowledge analysis system according to claim 4, wherein the knowledge analysis means has means for reading the stored analysis conditions, and creating a new cluster database by use of analysis conditions which are changed from the stored analysis conditions.

6. (Previously Presented) A knowledge analysis system configured to be connectable to plural client terminals via a network, which supports analysis requested by each of the client terminals to knowledge accumulated in a knowledge database, comprising:

access control means for conducting user authentication to a client terminal requesting an access for permitting knowledge analysis from the client terminal; and

knowledge analysis means for clustering knowledge accumulated in the knowledge database to create a cluster database in which each knowledge is classified into clusters defined based on category; wherein

the knowledge analysis means has means for setting important words having priority in clustering at creation of the cluster database, and carrying out clustering to create an axis of cluster on the basis of the important words, and the knowledge analysis means has means for creating a cluster database from the knowledge accumulated in the knowledge database on the basis of analysis conditions including important words, unnecessary words and synonymous words;, and re-analysis means for obtaining re-analysis conditions, and carrying out clustering once again by use of the re-analysis conditions in which at least one of a set of the important words, a set of the unnecessary words and a set of the synonymous words are reset from the analysis conditions to recreate the cluster database and to replace the already-created cluster database.

7. (Previously Presented) A knowledge analysis system according to claim 6, wherein the re-analysis means further comprises cluster setting means for prompting the client terminal to set to-be-recreated clusters of the clusters contained in the

already-created cluster database, and carrying out the re-clustering on the clusters set by the client terminal.

8. (Previously Presented) A knowledge analysis system configured to be connectable to plural client terminals via a network, which supports analysis requested by each of the client terminals to knowledge accumulated in a knowledge database, comprising:

access control means for conducting user authentication to a client terminal requesting an access for permitting knowledge analysis from the client terminal; and

knowledge analysis means for clustering knowledge accumulated in the knowledge database to create a cluster database in which each knowledge is classified into clusters defined based on category; wherein

the knowledge analysis means has means for setting important words having priority in clustering at creation of the cluster database, and carrying out clustering to create an axis of cluster on the basis of the important words, and wherein in the clustering, the knowledge analysis means determines a hierarchical structure defining hierarchical relation of one knowledge and another knowledge, and also determines clusters to which the one knowledge and the another knowledge belong.

9. (Previously Presented) A knowledge analysis system configured to be connectable to plural client terminals via a network, which supports analysis requested by each of the client terminals to knowledge accumulated in a knowledge database, comprising:

access control means for conducting user authentication to a client terminal requesting for access for permitting knowledge analysis from the client terminal; and

knowledge analysis means for clustering knowledge accumulated in the knowledge database to create a cluster database in which each knowledge is classified into clusters defined based on category; wherein

the knowledge analysis means has means for setting important words having priority in clustering at creation of the cluster database, and carrying out clustering to create an axis of cluster on the basis of the important words, and the knowledge analysis means prompts a user to input clustering conditions including at least one of an analysis result name, an analysis objective period, a focusing keyword, a number of focused cases, a number of hierarchies of hierarchical structure defining hierarchical relation of one knowledge and another knowledge, a presence or absence of redundancy of knowledge, and a number of most significant clusters to carry out clustering on the basis of the input clustering conditions.

10. (Previously Presented) A knowledge analysis system configured to be connectable to plural client terminals via a network, which supports analysis requested by each of the client terminals to knowledge accumulated in a knowledge database, comprising:

access control means for conducting user authentication to a client terminal requesting an access for permitting knowledge analysis from the client terminal; and

knowledge analysis means for clustering knowledge accumulated in the knowledge database to create a cluster database in which each knowledge is classified into clusters defined based on category; wherein

the knowledge analysis means has means for setting important words having priority in clustering at creation of the cluster database, and carrying out clustering to

create an axis of cluster on the basis of the important words, and editing processing

means for editing the already-created cluster database and making the client terminal

display an edited cluster database, and

the editing processing means prompts the client terminal to input editing

conditions including a presence or absence of at least one of a cluster list display, a

time series display, a hierarchical structure display, and a graph display, and edits the

cluster database on the basis of the editing conditions input by the client terminal, and

makes the client terminal display an editing processing result including at least one of

the cluster list display, the time series display, the hierarchical structure display, and the

graph display.

11-14. (Canceled)

15. (Previously Presented) A knowledge analysis method for supporting analysis

requested from plural client terminals to knowledge accumulated in a knowledge

database, comprising:

conducting user authentication to a client terminal requesting an access for

permitting knowledge analysis from the client terminal;

clustering knowledge accumulated in the knowledge database to create a cluster

database in which each knowledge is classified into clusters defined based on category;

in the creation of the cluster database, important words having priority in clustering

being set to create an axis of cluster on the basis of the important words;

at creation of the cluster database, creating the cluster database from the

knowledge accumulated in the knowledge database on the basis of analysis conditions

including important words, unnecessary words and synonymous words, and

obtaining re-analysis conditions, and carrying out clustering once again by use of the re-analysis conditions in which at least one of a set of the important words, a set of the unnecessary words and a set of the synonymous words are reset from the analysis conditions to recreate the cluster database and to replace the already-created cluster database.

16. (Previously Presented) A knowledge analysis method for supporting analysis requested from plural client terminals to knowledge accumulated in a knowledge database, comprising:

conducting user authentication to a client terminal requesting an access for permitting knowledge analysis from the client terminal;

clustering the knowledge accumulated in the knowledge database to create a cluster database in which each knowledge is classified into clusters defined based on category; in the creation of the cluster database, important words having priority in clustering being set to create an axis of cluster on the basis of the important words; and wherein in the clustering, a hierarchical structure defining hierarchical relation of one knowledge and another knowledge is determined, and clusters to which the one knowledge and the another knowledge belong are determined.

17. (Previously Presented) A knowledge analysis method for supporting analysis requested from plural client terminals to knowledge accumulated in a knowledge database, comprising:

conducting user authentication to a client terminal requesting an access for permitting knowledge analysis from the client terminal;

clustering knowledge accumulated in the knowledge database to create a cluster database in which each knowledge is classified into clusters defined based on category;

in the creation of the cluster database, important words having priority in clustering being set to create an axis of cluster on the basis of the important words;

prompting the client terminal to input editing conditions including a presence or absence of at least one of a cluster list display, a time series display, a hierarchical structure display, and a graph display; and

editing the already-created cluster database on the basis of the editing conditions input by the client terminal to make the client terminal display an editing processing result including at least one of the cluster list display, the time series display, the hierarchical structure display, and the graph display.

18 (Canceled)

19. (Previously Presented) A knowledge analysis program product which supports a computer system for analyzing knowledge accumulated in a knowledge database, comprising:

a recording medium;

a first program code which is recorded in the recording medium to assign the computer system a command to carry out user authentication to a client terminal requesting an access for permitting knowledge analysis from the client terminal;

a second program code which is recorded in the recording medium to assign the computer system a command to create a cluster database used for knowledge analysis from each terminal whose access is permitted, for classifying each knowledge accumulated in the knowledge database into clusters defined based on category;

a third program code which is recorded in the recording medium to assign the computer system a command to carry out analysis condition setting procedures to set important words having priority in clustering, unnecessary words to be ignored in clustering, and synonyms to be handled as synonymous words in clustering, at creation of the cluster database; and

a fourth program code which is recorded in the recording medium to assign the computer system a command to carry out analysis condition saving procedures to save the analysis conditions used at creation of the cluster database.

20. (Previously Presented) A knowledge analysis program product according to claim 19, further comprising:

a fifth program code which is recorded in the recording medium to assign to the computer system a command to create the cluster database from the knowledge accumulated in the knowledge data on the basis of analysis conditions of important words and unnecessary words and synonymous words, and

a sixth program code which is recorded in the recording medium to assign to the computer system a command to obtain the analysis conditions used at creation of the cluster database and to re-create the cluster database by use of re-analysis conditions after at least one of a set of the important words, a set of the unnecessary words and a set of the synonymous words is reset from the analysis conditions and replace the already-created cluster database.

21. (Canceled)